

VRS is wonderful to use. I have seen a decrease in VRS quality and availability. I need VRS to be able to have full telecommunication access at home and at work. The VRS is for me closer to functional equivalency than other telecommunications services with minimal or no lag time, and easy navigation of interactive voice menu systems without need for multiple callbacks. I want to see it become an important real-time communication service. It is important to have seamless, barrier-free communications. Please do whatever is necessary in order to allow me to have full access to qualified VRS interpreting personnel, thus ensuring language translation accuracy and ability to capture in appropriate visual format the vocal/speech nuances of the hearing party. This would save us a lot of time because this would reduce unnecessary repetition and misunderstanding. Please adopt the appropriate rate and regulatory requirements to ensure full access and quality services to VRS. It would be very much appreciated for a full access.

Thanks you very much.

Sincerely,

Michaela Kelly